



Agenda - Nancy
Print Form

Sole Source Justification (Reference Article 6, Procurement Source Selection Methods and Contract Awards, § 1-10-56 SOLE SOURCE PROCUREMENT)

Vendor: Systems & Software E-Verify Number: 401203

Commodity: enQuesta CIS

Estimated annual expenditure for the above commodity or service:

\$ 615530.70

578,423.10
32,102.61

Initial all entries below that apply to the proposed purchase. Attach a memorandum containing complete justification and support documentation as directed in initialed entry. (More than one entry will apply to most sole source products/services requested).

- X 1. SOLE SOURCE REQUEST IS FOR THE ORIGINAL MANUFACTURER OR PROVIDER, THERE ARE NO REGIONAL DISTRIBUTORS. (Attach the manufacturer's written certification that no regional distributors exist. Item no. 4 also must be completed.)
2. SOLE SOURCE REQUEST IS FOR ONLY THE AUGUSTA GEORGIA AREA DISTRIBUTOR OF THE ORIGINAL MANUFACTURER OR PROVIDER. (Attach the manufacturer's — not the distributor's — written certification that identifies all regional distributors. Item no. 4 also must be completed.)
3. THE PARTS/EQUIPMENT ARE NOT INTERCHANGEABLE WITH SIMILAR PARTS OF ANOTHER MANUFACTURER. (Explain in separate memorandum.)
- X 4. THIS IS THE ONLY KNOWN ITEM OR SERVICE THAT WILL MEET THE SPECIALIZED NEEDS OF THIS DEPARTMENT OR PERFORM THE INTENDED FUNCTION. (Attach memorandum with details of specialized function or application.)
5. THE PARTS/EQUIPMENT ARE REQUIRED FROM THIS SOURCE TO PERMIT STANDARDIZATION. (Attach memorandum describing basis for standardization request.)
6. NONE OF THE ABOVE APPLY. A DETAILED EXPLANATION AND JUSTIFICATION FOR THIS SOLE SOURCE REQUEST IS CONTAINED IN ATTACHED MEMORANDUM.

The undersigned requests that competitive procurement be waived and that the vendor identified as the supplier of the service or material described in this sole source justification be authorized as a sole source for the service or material.

Name: Dean Meyer Department: Utilities Date: 9/18/25

Department Head Signature: [Signature] Date: 5 Oct 26

Approval Authority: [Signature] Date: 10/07/25

Administrator Approval: (required — not required) _____ Date: _____

COMMENTS:



UTILITIES DEPARTMENT

Wes Byne, P.E.
Director

TO: Andy Penick *AP* 10/26/26
Director, Procurement Department

THRU: Wes Byne, P.E. *Sub*
Director, Utilities Department

FROM: Dean Meyer

CC: Steve Little

DATE: September 18th, 2026

SUBJECT: JUSTIFICATION FOR SOLE SOURCE

AUD is required to complete an annual renewal of our Customer Information System (CIS) software, enQuesta, provided by Systems & Software (S&S). S&S is the only provider of this CIS, and there are no alternatives available to AUD to use other software for this purpose. This software is required in order for AUD to bill customers for their water consumption.



Engineering Services Committee

Meeting Date: October 27th, 2026

AUD enQuesta One Year Renewal

Department:	Utilities
Presenter:	Wes Byne, Director
Caption:	Approve One Year Renewal of enQuesta for AUD
Background:	AUD uses the enQuesta Customer Information System (CIS) provided by Systems & Software to manage water meter customer data and billing processes. This system, in conjunction with other systems including InvoiceCloud, FCS, Temetra, and SmartWorks, form the core of our meter-to-cash operations which allows AUD to accurately and reliably bill customers for their water consumption. AUD has used enQuesta for more than a decade. Our existing contract has reached the end of its approved duration and commission approval is required for this one year contract.
Analysis:	The use of enQuesta is required in order for AUD to bill customers for their water consumption. AUD has issued an RFP to evaluate all options for Customer Information Systems, RFP 26-275 which closes on 1 October, however continued use of enQuesta is required in order for AUD to bill customers until evaluation of the received proposals is completed and a contract with the selected vendor can be approved.
Financial Impact:	\$615530.70
Alternatives:	None
Recommendation:	Approve one year contract with Systems & Software for enQuesta software
Funds are available in the following accounts:	506043210-5223110 --- \$578,423.10 581044320-5223110 --- \$37,107.61

REVIEWED AND APPROVED N/A

BY:

AUGUSTA UTILITIES DEPARTMENT IN-HOUSE REQUISITION

CHECK ALL THAT APPLY:

DATE: 11/13/2025
DIVISION: Augusta Utilities Admin
FUND #: 506043110 5223110
SHIP TO:

VENDOR: Systems & Software
ADDRESS: 10 E Allen St Ste 201
PHONE #: 802-865-1170
QUOTED BY: Courtney Musella

REQUISITION #
☐ IT ☐ SCADA ☐ INVENTORY ☐ BID ITEM
☒ ROUTINE ☐ EMERGENCY ☐ SOLE SOURCE ☐ PREFER ITEM

ITEM #	ITEM DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE
1.	Annual CIS Renewal	1	578,423.10	578,423.10		0.00		0.00
2.				0.00		0.00		0.00
3.				0.00		0.00		0.00
4.				0.00		0.00		0.00
5.				0.00		0.00		0.00
6.				0.00		0.00		0.00
7.				0.00		0.00		0.00
8.				0.00		0.00		0.00
9.				0.00		0.00		0.00
10.				0.00		0.00		0.00
11.				0.00		0.00		0.00
12.				0.00		0.00		0.00
13.				0.00		0.00		0.00
14.				0.00		0.00		0.00
SHIPPING CHARGES								
TOTAL				578,423.10		0.00		0.00

JUSTIFICATION AND EXPLANATION FOR PURCHASE:

enQuesta CIS 2027 Annual Renewal

REQUESTED BY: 

APPROVED BY: 

Director's Signature: 

AUGUSTA-RICHMOND COUNTY GEORGIA

PROCUREMENT DEPARTMENT

DEPARTMENT NAME: Augusta Utilities Administration

DEPARTMENT NUMBER: 4502

Handwritten signature and date: 10/10/2026

REQUISITION

Systems & Software

REQUISITION DATE: 09/18/2026

PURCHASE ORDER NUMBER:

PURCHASE ORDER DATE:

SR

ITEM NO	DESCRIPTION	ITEM NO.	QUANTITY	NAME OF BIDDER		NAME OF BIDDER		NAME OF BIDDER	
				UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE
1					-		-		-
2	Annual CIS Renewal				-		-		-
3	enQuesta CIS Annual (SWU Portion)			-	-		-		-
4									
5				-	-		-		-
6	581044320-52.38110			-	-		-		-
7	Stormwater Funds		1	37,107.61	37,107.61		-		-
8				-	-		-		-
9				-	-		-		-
10				-	-		-		-
11				-	-		-		-
12				-	-		-		-
13	Ship to:			-	-		-		-
14	Augusta Utilities Administration			-	-		-		-
15	452 Walker St, Ste 200			-	-		-		-
16	Augusta, GA 30901			-	-		-		-
17				-	-		-		-
18				-	-		-		-
19				-	-		-		-
20				-	-		-		-
21				-	-		-		-
TOTAL BID				\$	37,107.61	\$	-	\$	-
SHIPPING CHARGES									
DELIVERY TIME FROM RECEIPT OF PURCHASE ORDER									



September 18th, 2026

Augusta Utilities Department

452 Walker St. Suite 200

Augusta, GA 30901

Attn: Mayor, Garnett L. Johnson

RE: 2027 Maintenance Quote – enQuesta

Dear Team,

Thank you for your continued partnership and confidence in our team. Renewing your annual maintenance agreement helps ensure uninterrupted access to the support and services that enable your organization to operate efficiently and effectively. With your renewal, you'll benefit from:

- Direct access to our knowledgeable support staff, available weekdays 8:00 AM – 6:00 PM ET, plus after-hours on-call support
- Defined support levels to prioritize your business needs
- Access to training opportunities designed to help your team succeed
- Regular updates and enhancements to system functionality
- An invitation to our annual HCTC conference, taking place in Orlando, FL in December 2027

At S&S, we are continually enhancing our product, and this past year we delivered improvements in every release — with a focus on automation, accuracy, and giving your team more control. As part of your maintenance, we've introduced the following new features and enhancements:

- **More Automation in Job Scheduler** – Month-end billing, balance file reconciliation, and a new Export Bill Register Summary can now run as scheduled jobs, eliminating manual late-night processing.
- **Work Without Waiting** – Meter and Premise Maintenance screens no longer lock records. Multiple users can work simultaneously, with built-in conflict detection that protects against accidental overwrites.
- **Smarter Address and Location Data** – A new standard GIS interface program supports premise and address synchronization, and address validation has been updated with the latest autocomplete technology and configurable options for secondary addresses.
- **Expanded Budget and Installment Options** – Create a work order automatically when a Budget True-Up runs, display the full account balance on installment eBill notifications, and merge the installment down payment due date directly into your letters.
- **Stronger Controls and Oversight** – Supervisors can now reverse, delete, and reprint receipts across any user's batch with a full audit trail; sub-accounts can be blocked from paying via IVR; and work queue approvers receive automatic emails for pending multi-level approvals.
- **More Accurate Bills and Notices** – Suppress bills for inactive accounts, pull Past Due and Final Notice dates directly from the system's notice due date, and process at greater scale.

The yearly maintenance amount from January 1, 2027, through December 31, 2027, has been revised to the following:



Product	Support Period		Total Invoice
enQuesta Support	1/1/2027	12/31/2027	\$ 209,884.61
Third Party Maintenance	1/1/2027	12/31/2027	\$ 28,458.95
Stormwater Support	1/1/2027	12/31/2027	\$ 36,668.25
Report Modification (CQ-134) Support	1/1/2027	12/31/2027	\$ 439.36
enQuesta Cityworks Integration Support (PO 19UTI757	1/1/2027	12/31/2027	\$ 10,561.27
Microfocus Support	1/1/2027	12/31/2027	\$ 9,260.07
Cloud Hosting	1/1/2027	12/31/2027	\$ 101,683.93
Capricorn Maintenance	1/1/2027	12/31/2027	\$ 26,883.07
Added Cognos License Support	1/1/2027	12/31/2027	\$ 3,296.48
Oracle Enterprise Edition License Support	1/1/2027	12/31/2027	\$ 13,759.20
Added Cognos Licenses	1/1/2027	12/31/2027	\$ 826.88
Cloud Hosting - New Test Environment	1/1/2027	12/31/2027	\$ 19,448.10
AMI Support and extended infrastructure	4/3/2027	4/2/2027	\$ 42,847.56
MDM Subscription (Year 2)	4/3/2027	4/2/2027	\$ 111,513.00
Total 2027 Renewal			\$ 615,530.73

S&S Terms and Conditions:

1. This quote is valid for all current services as of January 1, 2027, through December 31, 2027, and subject to change based on future services or change orders offered after the effective date.
2. Except as otherwise set forth herein, this maintenance renewal will be subject to the terms and conditions of the existing support and maintenance agreement between you and S&S. Any changes to support maintenance will be contained in separate quotes related to modifications or enhancements that you request.
3. Please provide an authorized signature indicating your acceptance of this quote for 2027 Maintenance Services.

Systems & Software appreciates the opportunity to be of continued service and values your business. If there are any questions about this quote, please do not hesitate to reach out to your Account Manager.

IN WITNESS WHEREOF, the undersigned have executed this AGREEMENT on the dates listed below:
Customer/Organization: **Augusta Utilities Department**

Date: _____
Mayor, Garnett L. Johnson

Date: _____
Courtney Musella, VP of Support Services

Each individual signing this agreement directly and expressly warrants that they have been given and has received and accepted authority to sign and execute the agreement on behalf of the party for whom it is indicated. They have further been expressly given and received and accepted authority to enter into a binding agreement on behalf of such party concerning the matters contained herein and as stated herein.



Augusta Utilities Department

452 Walker St. Suite 200

Augusta, GA 30901

Dear Customer,

Please review the following affirmation that will serve as a sole source statement from Systems & Software division of Harris Utilities Group.

Systems & Software, a division of Harris Utilities Group, developed proprietary software and integration that provides its enQuesta CIS solution for utilities to manage their Utility Billing. This Integration and software is only available directly from Harris Utility Group, there are currently no regional distributors for this product in the United States.

Please let me know if you have any questions, thank you.

Sincerely,

Michael Lamontagne

Michael Lamontagne

Director of Sales, Systems & Software

MLamontagne@harriscomputer.com

(802) 233-2978